



# HOUSING AUTHORITY OF THE COUNTY OF JEFFERSON



*Resident Handbook*



# WELCOME

*On behalf of the Jefferson County Housing Authority, I would like to welcome you to your new home.*

*The Authority is responsible for the apartment where you and your family will be living. Our program is assisted by funds from the United States Department of Housing and Urban Development, there are rules and regulations in addition to those normally associated with private landlords and residents. The purpose of this handbook is to help you understand your rights and responsibilities as a resident of the Housing Authority.*

*We at the Housing Authority are interested in working together with you to help make your stay in public housing as pleasant as possible.*

*If you have any questions, check your handbook first for the answer. If you are still unsure about anything, then call the Main Management Office at (814)938-7140 or 1-800-585-5303.*

*Sincerely,*

A handwritten signature in black ink that reads "Sandra L. McGuire". The signature is written in a cursive style with a large, prominent "S" and "M".

*Sandra L. McGuire  
Executive Director*

# TABLE OF CONTENTS

	PAGE
INTRODUCTION .....	1
MOVE-IN .....	2-5
Lease.....	2
Rents.....	2
Security Deposit .....	2-3
Occupancy .....	3
Resident's Guests .....	3
Inspection Reports.....	3-4
Resident Insurance .....	4
Utilities.....	4
Maintenance Calls .....	4-5
Keys.....	5
Children.....	5-6
Curb Appeal.....	6
Animals .....	6
Right of Entry.....	6
Vehicles .....	6-7
Pest Control .....	7
Paint Policy.....	7-8
Telephone Numbers.....	8
Extra Appliances.....	8
Alterations To The Apartment .....	8
Flower & Garden Standards .....	8-9
Antennas .....	9
Outside Areas .....	9
Doors and Windows .....	9
Garbage .....	9-10
Special Accommodations .....	10
Storage Areas.....	10
Utility Rooms .....	10
Security.....	10
Fire Safety .....	10-11
Oxygen .....	11
Smoke Detectors.....	12
Range.....	12
Refrigerator .....	13
Furnace & Hot Water Tank.....	13
Energy Conservation .....	13-14
MOVE OUT TIME.....	14
COMMUNITY SPACE for SYKESVILLE .....	15
COMMUNITY SPACE for REYNOLDSVILLE .....	15-16
YOU AND YOUR NEIGHBORS .....	16
Reminder .....	16-17
RESIDENT INFORMATION.....	17-18

# **JEFFERSON COUNTY HOUSING AUTHORITY**

## **INTRODUCTION**

The Jefferson County Housing Authority operates federally aided low and moderate income housing in Jefferson County. At the present time 286 units of Public Housing are managed by the Housing Authority. The rent is based on gross household income.

This handbook provides general and specific information that applies to the apartment and community in which you reside.

The Housing Authority prides itself in being a professionally managed organization with the Executive Director and Public Housing Property Managers. The Management and Maintenance staffs are trained to follow procedures that are designed to provide efficient service and a pleasant living environment for all residents. Your cooperation with the management and maintenance staffs in following polices described in this booklet will enable these goals to be achieved.

## **MOVE-IN**

### **LEASE**

This is an agreement between you and the Jefferson County Housing Authority. It is important that you read and understand thoroughly what this contract means. Read it carefully. The manager will answer questions about the lease. It is a binding legal document that commits both parties to certain conditions. A copy is in your possession.

You are required by the terms of your lease to report to the Management Office, within ten days of any change in family income and/or family composition.

Residents moving into Skyview or Forestview Terrace must call the utility companies to have the utilities placed in the Head of Household name and furnish the Management Office with the account numbers within 5 (five) days. When the resident receives their first bill, the resident must present copies of each bill to the Management Office to show the utilities are in the head of household name.

### **RENTS**

The Authority has three types of rent structures

- a) Based on total household income
- b) Flat rent based on bedroom size
- c) Minimum rent for residents who have no income

All rents are due the first day of each month and considered late after the fifth (5) of the month. All rents are to be paid by check or money order with clear name and apartment number to assure credit to your account. Failure to pay your rent will result in a notice of lease termination. This notice starts the legal process for eviction.

Monies received by the Authority will be applied to the oldest balance first, unless there is a current rent agreement between the resident and management.

### **SECURITY DEPOSIT**

Your security deposit is not rent, but a deposit to insure the fulfillment of the lease conditions and as a contingency against any damages to the apartment. If you fulfill your lease according to the terms, only charges for damages (excluding normal wear

and tear) and unpaid rent will be deducted from you security deposit. The security deposit is required when you sign the lease. It will be returned under the following conditions:

- a) By giving 15 days written notice to the Manager prior to moving
- b) By leaving the apartment and appliances clean and damage free
- c) By removing all your possessions from the apartment
- d) By returning all your keys to the Management Office
- e) By supplying a forwarding address
- f) By scheduling and attending the move-out inspection

## **OCCUPANCY**

Only the persons named on your lease are permitted to occupy your apartment. Any guest and/or visitors staying for (3) days or more shall require written approval by management prior to visiting. Visitors staying continuously for 6 hours or more are not considered visitors.

## **RESIDENT'S GUESTS**

You must report, in writing to the Management Office, the names of all guests staying in the unit for more than (3) three consecutive nights or any guest who will be staying for a shorter period of time but on a recurring basis. A guest may stay in the unit for a total maximum of thirty days during the calendar year, but not consecutive days.

## **INSPECTION REPORTS**

Immediately after you move in, both you and the JCHA Property Manager will inspect your apartment. A move-in inspection form will be completed and signed by both parties to establish a record of the condition of the unit upon your occupancy. It will be utilized in the move-out inspection. Doing this inspection can save having any unnecessary misunderstandings. Damages noted in your apartment after you have moved in will be charged to you.

After your first 30 days of occupancy, the manager will schedule and conduct a home visit. The apartment will be inspected and you will be given the opportunity to express any concerns you may have. Periodically, the Authority may have a need to inspect your apartment or make necessary repairs. The Authority will give 48 hours written notice of the inspection.

When you return your keys upon vacating the apartment, a move out inspection will be done with the resident vacating to determine the condition of the apartment and to decide what charges, if any, should be placed against your account. You will receive a detailed final statement within 30 days after you vacate the apartment. Failure to attend the move-out inspection will result in you forfeiting your security deposit.

## **RESIDENT INSURANCE**

Management strongly recommends that you contact an insurance agent to obtain details concerning apartment renters insurance or household goods and liability insurance or another similar policy. This is to cover your personal belongings against vandalism, fire, burglary and certain water damage, as well as personal liability. Our insurance does not cover your personal belongings.

## **UTILITIES (WHERE APPLICABLE)**

**Forestview and Skyview** residents are responsible for paying their own utilities. It will be necessary to contact the utility companies and provide the Authority with documentation the utilities are in the Head of Household name. The following is a list of the Utility Companies:

<b>NATIONAL FUEL GAS</b>	<b>1-800-365-3234</b>
<b>PENELEC</b>	<b>1-800-545-7741</b>
<b>REYNOLDSVILLE WATER CO</b>	<b>653-8245</b>

The Housing Authority provides a utility allowance in the form of a credit each month that is subtracted from the monthly rent. Residents who fail to pay their monthly utility bill(s) and have service terminated for non-payment are in violation of the terms of their lease and are subject to immediate lease termination.

Residents are responsible for arranging for telephone and cable installation by Contacting the following companies:

Verizon - 1-800-479-1919

Comcast – 1-800-266-2278

Reynoldsville Post Office – You must pick up your mailbox key and pay a deposit

## **MAINTENANCE CALLS**

Residents must call our main management office at (814)

938-7140 or 1-800-585-5303 for all maintenance service requests during the workday. **For emergencies at night, on weekends or holidays you must call 1-800-947-7640.** Be sure to state your name, address, telephone number and the nature of your maintenance problem. The operator will then contact a maintenance person to take care of your request. You must report any and all damages to your apartment to the management office immediately.

Emergency Work Orders will be completed within a 24-hour time frame. The following is a list considered to be Maintenance Emergency:

- Gas Leaks
- Furnace not working during the heating season or when temperatures are below 45 degrees
- Water leaks or sewer blockage that could result in damages to person or property
- Plugged commodes if only one commode is in the apartment
- No electricity
- Fire or the condition that might cause a fire
- Broken windows for security reasons
- Any condition which threatens the life, safety or health of any resident
- Lock outs after working hours

## **KEYS**

The Housing Authority will supply you with two keys. Jefferson Street Hi-Rise residents will receive a key card for the security entrance. You will be charged for additional keys. All keys are to be returned to the office upon vacating the apartment. **Residents are not permitted to alter any lock or install a new lock on any door.** Be sure to take your key with you when you lock the door and leave the apartment.

If you require assistance from the Authority to gain entry to your apartment, after working hours, your account will be charged.

## **CHILDREN**

Residents are responsible for the conduct of their children and their guests' children. No small children should ever be left alone. You are responsible for the damage to the property done



by your children. Please do not leave bicycles, toys, or tricycles on steps or sidewalks. Playgrounds and other recreational areas are available for children. For their safety, we recommend that children be closely supervised. Toys can be a potential hazard to children's safety, are unattractive and are an inconvenience to neighbors.

Children play together, children disagree with one another, and children may even fight. Parents who fight about what children did to one another are being childish. Usually, the children are back playing together while the parents may still be fighting.

## **CURB APPEAL**

Management requests resident's help in keeping the development clean and clutter free. Here are a few suggestions to help in our effort together. Place your garbage containers in the rear of the apartment until pick up day and return the container after garbage pick-up has been made.

## **ANIMALS**

Ownership of common household pets is permitted in federally assisted rental housing. Pet owners must comply with the Housing Authority's Pet Policy. Before you are allowed to have a pet you must contact the Management Office and apply for a pet permit. The Pet Policy will be reviewed with you at that time. Animals are not permitted in any common areas.

## **RIGHT OF ENTRY**

Management and Maintenance personnel generally will not enter your apartment without prior notification stating the reason for such a visit. The Authority does reserve the right to enter your apartment without notification should we suspect an emergency or to complete needed maintenance repairs. If you are a pet owner, your apartment will not be entered unless you are home.

## **VEHICLES**

All vehicles (automobiles, trucks, motorcycles) must be registered with the Management Office. Only properly licensed and inspected vehicles are permitted to use the Housing Authority Parking lots.

Parking is on a first-come, first serve basis or may be

assigned by Management. Park only in designated areas that do not obstruct or hinder the flow of traffic. The Housing Authority parking lots are not to be used as storage, playground, or repair areas for junk or inoperable cars. No vehicles are to be driven or parked on sidewalks or lawn areas for any reason. Vehicles parked in violation will be towed at the owner's expense. Residents must comply with Housing Authority's Parking policy.

## **PEST CONTROL**

The Housing Authority provides pest control service on a regular scheduled basis, however, if you have a specific problem contact the Management office for monthly service. We ask your cooperation in not leaving any food open or dirty dishes lying around to attract insects. Garbage and waste should never be left in an apartment. The best way to prevent unwanted bugs from entering your apartment is to keep your apartment neat and clean.

The pest control service will enter your apartment with JCHA Maintenance personnel if you are not home. If you are a pet owner, your pet must be under your control at the time of service.

Sykesville -	2 <sup>nd</sup> Friday of each month
Reynoldsville -	3 <sup>rd</sup> Thursday of each month
Jefferson Hi-Rise -	4 <sup>th</sup> Tuesday of each month
Beyer Ave. -	2 <sup>nd</sup> Tuesday of each month

## **PAINT POLICY**

Residents are not permitted to make any alterations, including painting their apartment without prior approval from the authority.

The Housing Authority will issue paint and paint supplies to residents (family and elderly), upon written request and approval of Management.

Residents who have painted their apartment with unapproved paint will be charged an additional \$50.00 per room as part of the move out charges when the apartment is vacated.

During inspection, if it is found that rooms have been painted

the resident will be charged \$50.00 paint deposit fee until the room is returned to its original color.

**No exterior painting is permitted.**

## **TELEPHONE NUMBERS**

The Management Office must be notified of your phone number immediately for contact purposes. This includes land lines and cell phone numbers.

## **EXTRA APPLIANCES**

The design of your apartment may not permit the installation of certain appliances such as washers, dryers or air conditioners. You are permitted certain extra appliances. Please refer to your schedule of charges for permissible appliances.

Prior to the purchase and installation of an appliance you must put your request in writing and receive approval from the Management Office.

You may request a copy of the Authority's Air Conditioner Installation procedure if you are thinking about purchasing one for your apartment. There are conditions that you will need to be aware of prior to your purchase.

## **ALTERATIONS TO THE APARTMENT**

Alterations of any kind, inside or outside the apartment are strictly prohibited without the prior written approval of the Authority. This includes removal, relocation or substitution of equipment. Ranges and refrigerators are not to be removed from the apartment. The installation of carpet, or any other floor covering is not permitted without written approval. Failure to comply will result in charges being assessed to your account for damages to the property. Appliances without proper hookup in the apartment are not permitted. Waterbeds are prohibited by the Authority.

## **FLOWER AND GARDEN STANDARDS**

We do appreciate residents assisting in curb appeal for the developments. Because of grounds keeping and other reasons, certain standards adopted by the Authority must be followed for the design of flowerbeds. The Authority must approve a written request with a design for your garden and/or flowerbed.

**Fences must be no more than 14 inches in height and no more than 2 feet from the building.**

## **ANTENNAS**

All apartments are wired for cable service. You must contact Comcast Communications at 1-800-266-2278 to make arrangements for cable service. If you are a resident of the Jefferson Street Hi-Rise you must have a phone to operate the door-entry security system.

No other antenna of any kind (i.e., TV, radio, CB) may be installed on the exterior or roof of the apartment. Any such installation will be removed, after 48 hours notice by the Authority.

## **OUTSIDE AREAS**

Residents are responsible for maintaining the porches, stoops, steps and front and back walks leading to their individual apartments. They are to be kept clean in the summer and free of ice and snow in the winter, from your door through the length of the lead walk in both the front and rear of your apartment.

The yard and sidewalks are to be kept free of litter. If the area must be maintained by Authority personnel because of resident failure to do so, the resident will be charged for the clean-up.

**The Authority does not permit anything on our sidewalks or items placed in the lawn.**

## **DOORS AND WINDOWS**

You are responsible for keeping your windows and doors closed during cold weather below 55 degrees and for keeping the thermostat set no higher than 72 degrees. Should your door or window be found open during cold weather, the resident will be notified that it was observed by Management and it may be necessary to charge your account.

## **GARBAGE**

There are a number of different methods employed by the Housing Authority to remove garbage and trash. Do not permit trash and garbage to accumulate; remove it immediately.

All garbage should be securely wrapped before placing it in the proper container. Do not put any garbage or grease in the sink, commod or floor drain.

Mondays – Cascade Village and Sunrise Terrace  
Wednesdays – Cares Terrace, Breezeway Terrace and Skyview Terrace  
Thursdays – Forestview Terrace Dumpster pickup

If your unit was provided with a trash container, you are responsible for this container and will be charged if it is not in the unit when you vacate.

## **SPECIAL ACCOMODATIONS**

The Authority will provide Special Accommodations for residents who have such a need. Residents must complete the request form provided by the Authority to begin the process.

## **STORAGE AREAS (WHERE APPLICABLE)**

Bicycles, spare tires, excess furniture or appliances must be stored in a storage area. This area must be kept clean and free from any safety hazards.

## **UTILITY ROOMS (WHERE APPLICABLE)**

Keep the area around the gas pilot lights of your hot water heater and furnace free and clear of all items that could prevent efficient operation. These appliances need access for air to operate correctly. Do not store gasoline or other flammable liquids in the area.

## **SECURITY**

Adequate protection for you and your property is of great concern to management. Your security begins with your own actions. Be sure to make use of any locks and other security devices provided to ensure that “uninvited” persons can not gain access. Close and lock your doors at all times. Be suspicious of any unexpected deliveries.

## **FIRE SAFETY**

Store all items safely. Empty waste and trash containers daily. Dispose of newspapers and magazines regularly. Store all matches in tightly closed metal containers. Clean any grease

and spilled food daily from your range and oven. Store any cooking grease containers away from your range. Never wear flimsy clothing or plastic aprons when cooking. Keep curtains, towels, potholders, etc., away from the range top. Never use combustible cleaning products or solvents indoors. Please refrain from smoking in bed. Have plenty of ashtrays for smokers to use. Never empty ashtrays in wastebaskets until the ash has been soaked. Always keep household equipment clean and in good repair. Have any worn or frayed electrical cords replaced immediately. Avoid overloading electrical wiring circuits. Use a heat or fire resistant pad under toasters, grills or other appliances.

Please report any fires to the Fire Department and Management Office immediately. Always give an accurate and understandable address to aid fire units in locating the fire. Storage of kerosene, gasoline or other flammable or explosive agents are strictly prohibited. Fire regulations prohibit residents from storing any items in the area where the water heater and furnace are located. Kerosene heaters are not permitted in the apartments.

The best way to stop a fire is to prevent it before it starts. You must keep your apartment neat, clean and free of hazardous materials.

#### FIRE TOWER DOORS (JEFFERSON STREET HI-RISE)

Fire ordinances provide that no fire doors in the hallways of apartment buildings or those leading to the exterior shall be permitted to stand open. Do not prop any fire door open, keep all fire doors closed at all times in the Hi-Rise Building. Hi-Rise residents must not leave any items in the halls.

### **OXYGEN SAFETY**

The JEFFERSON COUNTY HOUSING AUTHORITY prohibits smoking, matches, lighters, candles or any other source of open fire or flame inside a unit or on any Housing Authority property where medical oxygen is present.

This applies to all residents and all persons entering on Jefferson County Housing Authority properties. **Any noncompliance of the policy will result in immediate eviction.**

## **SMOKE DETECTORS AND CARBON MONOXIDE ALARM**

All apartments are equipped with individual smoke detectors and carbon monoxide alarms that must be tested monthly by the individual resident. Each smoke detector has a test button that can be depressed for a few seconds to sound an alarm. If after the test your smoke detector does not sound an alarm, notify the Management Office.

The smoke detectors can be activated by smoke, steam, dust, etc. If your smoke detector is activated and there is no fire in your apartment, you can clear the sound by fanning the area around the smoke detector.

The Carbon Monoxide alarms are tamper proof and cannot be taken down from the wall. Tenants will be responsible to test the alarm monthly. If the alarm would go off during working hours, leave the apartment immediately and call the main management office. If after hours, leave the apartment and call the Maintenance Emergency number. (1-800-947-7640)

Smoke detectors and carbon monoxide alarms are installed for your safety. Do not disconnect the detector, remove the batteries or try to repair them yourself. Residents will be held responsible should the detector be inoperable and your account will be charged.

## **RANGE**

For gas ranges: clean burners and grids with a damp cloth and mild detergent. A plastic scouring pad can be used, but avoid gritty cleaners and steel wool soap pads. Range tops should be wiped after each use and spilled food cleaned off immediately so as not to accumulate. The range top will lift up from the front for easy cleaning underneath.

For the oven and oven racks: a spray oven cleaner can be used according to the directions. This should be used so spilled food does not bake on the surface.

Wash drip pans and the broiler pan in hot sudsy water. Grease catches on fire easily. Do not throw grease in sink drain. Put grease in a sealed container, wrap and place in the garbage.

## REFRIGERATOR

Clean the inside and outside of refrigerator with warm water and baking soda or mild dish detergent (about 1 teaspoon soda or detergent per quart of water). Rinse thoroughly and wipe dry. Defrost refrigerator and freezer on a monthly basis by turning dial to “off”. Do not use any sharp utensils to hasten defrosting. Any damage will result in a repair charge. Reset the control dial to normal position when cleaning is completed.

## GAS FURNACE AND GAS WATER HEATER

Keep a clear space around the unit at all times. This equipment is automatic and should not be tampered with. Please notify the Management Office in case of trouble. The utility room where this equipment is located must be kept clean and free from all flammable items.

**Filters:** In apartments with individual furnaces, the Authority will change the filter prior to the start of the heating season and during mid heating season. Check your filter periodically. If it appears dirty, call the Management office and we will replace the filter at no cost to you. Considerable gas savings will result if this practice is followed.

**Furniture:** Do not block the radiators or heating vents with furniture and remember to keep these areas clean for best heating results. Heating registers should be cleaned periodically for maximum efficiency.

## ENERGY CONSERVATION

Energy conservation results in lower utility bills, which benefit both you and the Housing Authority, regardless of who pays the bill. Energy conservation is consistent with our nations goals: don't waste energy when you can conserve it.

Here are some common sense ideas that will enable you to conserve energy:

- Don't leave doors and windows open when the heat is on.
- Remove several items from the refrigerator at one time and close the door immediately; don't make several trips back and forth.
- When cooking use lower settings on the burners and cover the pots.



- Don't use your oven to heat the apartment, it is dangerous and adds excessive moisture to the apartment.
- Turn off lights and appliances when not in use
- Turn down water heater to 120 degrees
- Turn down thermostat; suggested high is 72 degrees during the day and 65 degrees at night.

## **MOVE OUT TIME**

The following is the procedure to follow when vacating your apartment:

1. Notify the Management office 15 days ahead of your departure date and complete in writing a "Notice to Vacate". Rent is due and payable for those 15-days. Failure to give proper notice will result in your being charged an additional 15-days rent, if we are unable to rent the apartment immediately.
2. Clear your account in full. It may be necessary to pay additional charges if damages are noted during the move out inspection and not covered by your security deposit.
3. Clean your home and leave it as you would like to have it if you were just moving in.
4. Be sure to remove everything from the apartment, other wise, we will assume it is unwanted. If rubbish is left inside or outside the apartment, the charge to remove it will be deducted from your deposit
5. Schedule for the move-out inspection. Failure to attend will forfeit your security deposit.
6. Lock the windows and doors and return the keys to the Management Office. If you leave on a weekend, make arrangements with the manager for the return of the keys. You have officially moved only when the keys are returned to Management. You will be charged rent until the keys are returned. If the keys are not returned, you will forfeit your Security Deposit.
7. Residents living at **Skyview or Forestview Terrace** must call the utility companies to request a final water, electric and gas bill.
8. Provide the Management Office with a forwarding address so we can mail you a final statement and/or the security deposit.

## **COMMUNITY SPACE for SYKESVILLE**

A Community Room and laundry facility is provided for resident's use.

Request for the use of the community room must be in writing and given to the property manager for approval.

Resident's apartment key will unlock the laundry facility. Each resident is responsible to clean up after themselves when finished using the laundry room. **Children are not to be left unattended in the laundry room.**

## **COMMUNITY SPACE for REYNOLDSVILLE**

A Community room and laundry facility is provided for residents use.

The following are the locations for Reynoldsville residents:

### **Laundry facility: Families – Cares, Breezeway & Forestview Terrace**

**Cares Terrace – Grant Street.** – The laundry facility is open from 8:00 A.M. until 8:00 P.M. Please have your last load of laundry in the washer no later than 6:30 P.M. If your laundry is still in the laundry room at the time of closing, your items will remain until the next morning.

Residents are responsible to clean up after themselves when finished using the laundry room. Children are not to be left unattended.

### **Laundry facility – Elderly – Sunrise and Skyview Terrace**

**Sunrise Terrace – Willow Street** – Resident's apartment key will unlock the laundry room. Please be respectful and complete your laundry so the next resident may use the facility.

Residents are responsible for clean up after themselves when finished using the laundry room.

The Community Room at Sunrise Terrace is available for all Reynoldsville residents to use. To reserve the community room, you must place your request in writing at the Management Office with the date and time of your event. Management will then check for availability. You will receive a letter if the room is available. You will then need to stop by the Management Office one (1) day prior to your event to sign paperwork and pick up the keys.

Residents are responsible for the clean up of the room after their event and to turn the keys back into the Management Office on the next business day.

## COMMUNITY ROOM FOR PUNXSUTAWNEY

There are Community Rooms located at the Jefferson Street Hi-Rise and Beyer Avenue Terrace apartments. To reserve these rooms the Housing Authority must receive a written request, including your name, address, what you are going to use the hall for and times you wish to use it. After receiving the request the Authority will reserve it for you, if there isn't another request for the same date.

## **YOU AND YOUR NEIGHBORS**

Life in any neighborhood can be enjoyable only if certain basic responsibilities are upheld. All of us expect everyday courtesies and should be willing to practice them. It makes life happier and more pleasant.

If you have a party, enjoy it, but remember, your sleepy neighbor may not enjoy it second hand. He/she has a right to peace and quiet. Please, do not be too loud. Don't allow your radio, stereo or TV to blare loudly at any time. Be considerate of the rights and privileges of your neighbors.

People in all neighborhoods can live with respect for one another. The alternative is not a peaceful neighborhood, but one of fear, violence and distrust.

## **REMINDER**

Should you have any questions concerning your new home and your rights and responsibilities as a resident, you may contact the Management Office or ask questions at your 30-day Welcome

Visit. The Management Staff is there to help you with any problems or questions that may arise. Feel free to call on them at (814) 938-7140 or 1-800-585-5303. When in doubt about any Authority Policy, take the time to get your questions answered.

## **ENJOY YOUR NEW HOME**

## **RESIDENT INFORMATION**

### **RESIDENT'S HANDBOOK**

Main Management Office is:

Jefferson County Housing Authority  
201 North Jefferson Street  
Punxsutawney, Pa. 15767

Phone: 814-938-7140 TDD 711  
1-800-585-5303  
AFTER HOURS MAINTENANCE  
EMERGENCY ONLY 1- 800-947-7640

Management Office Hours:

Monday through Friday - (except legal Holidays)  
8:00 a.m. to Noon

Punxsutawney Police	938-6220
Punxsutawney Fire Dept.	911
Comcast Cable Company	1-800-266-2278
Verizon Phone Company	1-800-660-2215

Reynoldsville Management Office  
1039 Grant Street  
Reynoldsville, Pa. 15851

Management Office Hours

Monday through Friday – ( except legal Holidays)  
1:30 P.M. to 4:30 P.M For rent collection and scheduled  
appointments. All other administrative issues please call  
the Main Management office.

Reynoldsville Fire	911
Reynoldsville Police	653-2510

Utility Company contact numbers for Skyview and Forestview  
Terrace Residents:

National Fuel Gas	800-365-3234
Penelec	800-545-7741
Reynoldsville Water Authority	653-8245